

908 KAR 2 Community Support Associate (CSA)
Department Approved Training Curriculum Criteria for the Initial Training Requirement Rubric

Core Competencies of the Quality Curriculum	Specifics for the Curriculum	Does not Meet	Partially Meets	Meets
Core Competency 1. Engaging Consumers and Family Members (1 hour)	Effective Communication.			
	Define OARS (Open-ended questions, Affirmations, Reflections and Summarizing)			
	Provide evidence that OARS is practiced			
	Family and Consumer Centered Services.			
	Define concepts of: family driven, youth guided, consumer driven and system of care			
	Describe how these concepts (family driven, youth guided, consumer driven and system of care) are applicable to the scope of work as a CSA (provide an example of each)			
	Effective Engagement of Natural Supports.			
	Define natural supports and provide an example of these supports (i.e., both personal and community)			
	Provide instruction on engagement strategies (specifically how to identify, link and develop natural supports)			
	Trauma-Informed Care.			
	Define trauma to include: an understanding of the prevalence, the impact of trauma and the complexity to healing and recovery			
	Define trauma informed care			
Core Competency 2. Crisis Management (1 hour)	Crisis Management.			
	Define a behavioral health crisis			
	Provide instruction on crisis intervention strategies			
	Provide instruction on writing a crisis prevention plan			
	Suicide Prevention and Awareness.			
	Define suicide risks, signs and behaviors (as described in the Zero Suicide Model)			
Core Competency 3. Self-advocacy & Navigation Skills (1 hour)	Self-advocacy Skills.			
	Define self-advocacy skills for the CSA			
	Provide examples of self-advocacy skills for the CSA			
	Instruction on how to assist consumers in becoming a self-advocate			

	Navigating the Health and Social Services Systems.			
	Provide overview of the regional health system			
	Provide an overview of the regional social services system			
	Instruction on how to assist consumers on accessing services			
Core Competency 4. Behavior Modification Planning and Implementation (1 hour)	Independent Living Skills Training.			
	Define daily living skills			
	Provide an overview of the developmental stages and appropriate independent living skills at each stage (all age spans)			
	Instruction on intervention strategies for developing independent living skills			
	Social Skills Training.			
	Define social skills			
	Provide overview of developmental stages and appropriate social skills at each stage (all age spans)			
	Instruction on intervention strategies for developing social skills			
	Behavior Modification.			
	Instruction on how to assist in the development of a behavior modification plan (include a sample plan in the curriculum)			
	Instruction on how to apply behavior modification strategies and techniques (provide at least 4 examples)			
Core Competency 5. Ethics (1 hour)	Boundary Issues.			
	Define appropriate boundaries between the CSA and the client			
	Instruction on how to handle boundary breaches			
	Confidentiality.			
	Instruction on appropriate laws including Health Insurance Portability and Accountability Act (HIPAA) for the CSA			
	Abuse/Neglect Issues: Adult and Child.			
	Instruction on abuse and neglect reporting requirements			
Core Competency 6. Cultural Competency (Awareness) (1 hour)	Cultural Competency (Awareness).			
	Instruction on how to provide effective, equitable, understandable, and respectful quality care and services related to the following:			
	race/ethnicity			
	lesbian, gay, bisexual and transgender			
	deaf/hard of hearing			
	poverty			
	military/veterans			
	rural populations			
	Instruction for a basic understanding of customs, beliefs, values and appropriate interactions related to the following:			
	race/ethnicity			

	lesbian, gay, bisexual and transgender			
	deaf/hard of hearing			
	poverty			
	military/veterans			
	rural populations			
Core Competency 7. Documentation/ Regulations (0.5 hour)	Documentation/Regulations.			
	Instruction on Medicaid regulations and documentation requirements for the service			
	Instruction on fraud, waste and abuse			
Core Competency 8. Mental Health/Substance Use Issues (2 hour)	Understanding Mental Health & Substance Use Issues.			
	Provide an overview of diagnoses, symptoms, medication and treatment			
	Define co-occurring			
	Provide specific information on at least the following:			
	Post-traumatic Stress Disorder (PTSD)			
	Attention Deficit Hyperactivity Disorder (ADHD)			
	Oppositional Defiant Disorder (ODD)			
	Bipolar Disorder			
	Depression/Anxiety Disorder			
	Schizophrenia			
	Personality Disorders			
	Substance Use Disorders			
Core Competency 9. Strength-based Approach to Services (1 hour)	Strength-based Approach to Services.			
	Define principles of a strength-based approach			
	Define resiliency			
	List at least 3 characteristics of resiliency			
	Define recovery			
	List at least 3 characteristics of recovery			
	Relapse Prevention.			
	Define relapse prevention			
	List at least 3 relapse prevention strategies			
Core Competency 10. Developmental Perspectives across the Life Span (0.5 hour)	Developmental Perspectives across the Life Span.			
	Define the psychosocial stages of development for children, adolescents, and adults			
	Provide interventions and strategies specific to the following populations: early childhood, transitional age youth and geriatric population			